

Page 2 of 16  
Application No. 10/678,046  
Amendment A

**Amendments To The Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

Claim 1 (original): A method for use in remotely diagnosing an electronic device, comprising:

- initiating a diagnostic analysis of an electronic device;
- identifying the electronic device;
- receiving a plurality of scripts for diagnosing the electronic device communicated over a distributed network;
- remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;
- receiving a response based on the first diagnostic instruction;
- determining a second diagnostic instruction based on the response with at least one of the plurality of scripts; and
- remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

Claim 2 (original): The method of claim 1, wherein the receiving the plurality of scripts includes receiving at least one web page having the plurality of scripts.

Claim 3 (original): The method of claim 2, further comprising:  
decrypting at least a portion of the plurality of scripts prior to the initiating the first diagnostic instruction.

Claim 4 (original): The method of claim 1, further comprising:  
remotely receiving a diagnostic controller over the distributed network prior to the identifying the electronic device.

419623\_1

Best Available Copy

Page 3 of 16  
 Application No. 10/678,046  
 Amendment A

Claim 5 (original): The method of claim 1, wherein the identifying the electronic device includes electronically accessing the electronic device and receiving an identity of the electronic device from the electronic device.

Claim 6 (original): The method of claim 1, wherein the step of identifying the electronic device includes determining if an identity of the electronic device can be directly determined; and

requesting the identity of the electronic device from a user when the identity cannot be directly determined.

Claim 7 (original): The method of claim 1, further comprising:  
 receiving from over the distributed network an initiation for the diagnosis of the electronic device;  
 receiving from over the distributed network the identification of the electronic device;  
 determining a plurality of scripts to implement the diagnosis of the electronic device; and  
 communicating the plurality of scripts over the distributed network.

Claim 8 (currently amended): The method of claim 7, further comprising:  
 incorporating the plurality of scripts into a web page; and  
 the communicating of the plurality of scripts includes ~~communication~~  
communicating the web page over the distributed network.

Claim 9 (original): The method of claim 7, further comprising:  
 generating the plurality of scripts for diagnosing the electronic device based

419623\_1

Best Available Copy

Page 5 of 16  
Application No. 10/678,046  
Amendment A

Claim 14 (original): The system of claim 12, wherein the diagnostic controller is maintained within the electronic device, wherein the electronic device provides processing capabilities for the diagnostic controller in determining the second instruction.

Claim 15 (original): The system of claim 12, wherein the script generator is configured to incorporate the at least one script within a web page, and the web page is forwarded over the distributed network.

Claim 16 (original): A system for use in remotely diagnosing an electronic device, comprising:

- means for initiating a diagnostic analysis of an electronic device;
- means for identifying the electronic device;
- means for receiving a plurality of scripts for diagnosing the electronic device communicated over a distributed network;
- means for remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;
- means for receiving a response based on the first diagnostic instruction;
- means for determining a second diagnostic instruction based on the response with at least one of the plurality of scripts; and
- means for remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

Claim 17 (original): The system of claim 16, wherein the means for receiving the plurality of scripts includes means for receiving at least one web page having the plurality of scripts.

419623\_1

Best Available Copy

Page 4 of 16  
Application No. 10/678,046  
Amendment A

on an identity of the electronic device.

Claim 10 (original): The method of claim 9, wherein the plurality of scripts provide polling of the electronic device.

Claim 11 (original): The method of claim 9, wherein the plurality of scripts initiate remote maintenance of the electronic device.

Claim 12 (original): A system for use in remotely diagnosing electronic devices, comprising:

a script generator coupled with a distributed network, wherein the script generator is configured to compile at least one script and forward that at least one script over the distributed network; and

a remote diagnostic controller coupled with the distributed network and with an electronic device to be diagnosed, wherein the diagnostic controller is configured to receive the at least one script and implement the at least one script such that the remote diagnostic controller forwards a first instruction to the electronic device to be performed by the electronic device, the remote diagnostic controller is further configured to receive a first reply from the electronic device and to forward a second and/or subsequent instructions to the electronic device based on the first reply and/or previous replies.

Claim 13 (original): The system of claim 12, wherein the diagnostic controller is maintained within a host computer, wherein the host computer provides processing capabilities for the diagnostic controller in determining the second instruction.

419623\_1

Best Available Copy

Page 6 of 16  
Application No. 10/678,046  
Amendment A

Claim 18 (original): The system of claim 17, further comprising means for decrypting at least a portion of the plurality of scripts prior to the initiating the first diagnostic instruction.

Claim 19 (original): The system of claim 18, wherein at least one of the plurality of scripts initiates a download over the distributed network to the electronic device.

Claim 20 (original): The system of claim 16, further comprising means for remotely receiving a diagnostic controller over the distributed network.

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